

Position Description



Operations Pricing Submission Program Manager

Portfolio: Operations

Reporting to Manager Asset Capability

Position Purpose To provide, leadership, and coordination to ensure that the Operations component of the WaterNSW Pricing Submission is successfully delivered. A key aspect of this role is the management and coordination of interfaces and inputs between external consultants and across WaterNSW contractors and subject matter experts. This role will be primarily accountable for, leading the development of documentation for the WaterNSW Pricing Submission Operations content and supporting documentation such as economic analysis, condition assessments and business cases, ensuring that the required submission content is delivered to ensure critical deadlines for the submission are met, and puts safety first.

Key Accountabilities

1. **Safety:** ensure all activities are undertaken with the safety of our people as the number one priority and always role model safe behaviour.
2. **Values:** behave and make decisions in accordance with the WaterNSW Values at all times.
3. **Leadership:** Provide leadership in working with WaterNSW subject matter experts (SMEs) and stream leads to define and document business and project requirements as inputs and supporting documentation for the WaterNSW Pricing Submission.
4. **Advocacy:** Increase awareness of the importance of key deliverable quality and schedule requirements being met in underpinning successful delivery of outcomes for our customers and community via an effective WaterNSW Pricing Submission. This will be key to ensure that submission development activities are appropriately prioritised by responsible teams.
5. **Coordination:** Work in collaboration with subject matter experts and key stakeholders to ensure that all teams are working cohesively toward the achievement of program objectives, key tasks and timeframes

Key Challenges

- Developing a comprehensive schedule of tasks and dependencies interfacing with multiple teams and stakeholders and successfully managing these tasks to timely completion.

- Supporting WaterNSW stream leads and subject matter experts in understanding, responding and adhering to schedule and quality input requirements of the pricing submission.
- Working collaboratively with multiple teams, investing time to understand and remove barriers to success.

Significant Internal Relationships

Stakeholder	Purpose of Relationship
Asset Planning	<ul style="list-style-type: none"> • Defines process and requirements for Operations capital submission, identifies Asset project candidates and manages asset custodian and other key stakeholder consultation • Prepares Submission water asset capex project content
Asset Engineering	<ul style="list-style-type: none"> • Ensuring that inputs to submission align with our engineering standards and asset class strategies.
	<ul style="list-style-type: none"> •
Program/ Initiative Owners	<ul style="list-style-type: none"> • Ensure that submission inputs for related initiatives/ programs are delivered at a suitable standard within the required timeframe.
Customer and Community Team	<ul style="list-style-type: none"> • Coordinate on the customer/ community consultation process, and ensure inputs are provided as required.
WaterNSW Finance Team	<ul style="list-style-type: none"> • Inputs are provided to finance in the right format and timeframe.
WaterNSW Regulatory Team	<ul style="list-style-type: none"> • Develop a clear understanding of the inputs at each stage of the submission development process and ensure that they are delivered.

Significant External Relationships

Stakeholder	Purpose of Relationship
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External Consultants	<ul style="list-style-type: none"> Engaging consultants to carryout activities to support the development of the pricing submission
External Customers	<ul style="list-style-type: none"> Understanding customer requirements and ensuring that these requirements are reflected in the submission to IPART.

Delegations, Financial Accountabilities & Freedom to Act

- As defined in the WaterNSW Financial Delegations as varied from time to time.

WaterNSW Leadership & Performance Competencies

People	Level	
Collaboration and Engagement with Customers and Stakeholders	B	<ul style="list-style-type: none"> Proactively builds relationships internally and externally to positively impact the business Actively engages with customers and stakeholders to understand concerns and leverage opportunities for adding value Initiates and maintains extensive networks to enable the achievement of business objectives
Communicating with influence	C	<ul style="list-style-type: none"> Generates interest in complex ideas and concepts Builds support by taking the time to educate and consult others Uses storytelling effectively to meaningfully convey key messages
Managing Change	B	<ul style="list-style-type: none"> Understands risks and opportunities of change and is able to take action to ensure the change is successful Understands the range of reactions to change and actively manages these Identifies and addresses stakeholder resistance to change Communicates key information and wider reasons for change Gains stakeholder support and generates enthusiasm about change

Business	Level	
Business acumen	B	<ul style="list-style-type: none"> • Uses a detailed understanding of the business functions and customer requirements to identify and act on opportunities and make trade-offs where necessary • Considers how activities in own team and business unit impact on the operations of other teams and business units • Clearly defines performance metrics for individual and team to drive strategic direction and operational performance.
Planning & Delivering Results	C	<ul style="list-style-type: none"> • Defines and constructs the parameters, processes and resource requirements for successful delivery of initiatives • Develops plans according to stakeholder requirements, and business context • Regularly reviews plans and performance, reports progress and revises according to risk or impacts

Mandatory Candidate Requirements

Qualifications:

- Tertiary qualifications in business, commercial or engineering disciplines
- Post graduate qualifications or equivalent experience in project management
- Current NSW Drivers Licence

Knowledge:

- Excellent understanding of Program Management skills including, program development, implementation and program change control.

Experience:

- Extensive experience in change management in support of establishing and implementing new ways of operating
- Extensive experience in effectively communicating and engaging key stakeholders to achieve key strategic objectives.

Favourable Candidate Requirements

- Experience in the preparation and defence of regulatory pricing submissions
- Technical document development and technical writing skills

- Extensive understanding of the water industry

Pre-Employment Checks Required

- Identification
- Qualifications
- Drivers Licence
- Pre-employment Medical
- Police Check
- COVID-19 Vaccination